

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re the Application of: Confirmation No.: 7360  
Brent MAGOUIRK *et al.* Group Art Unit: 3623  
Application No.: 10/052,577 Examiner: Johnna R. LOFTIS  
Filed: January 18, 2002 Attorney Docket. No.: P68364  
For: CUSTOMER MANAGEMENT SYSTEM

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 23313-1450

**SUBMISSION ACCOMPANYING RCE FILING UNDER 37 CFR §1.114**

Dear Commissioner:

Reconsideration and withdrawal of the rejections made in the final Office Action dated February 27, 2009 are respectfully requested, in view of the following amendments and remarks.

This Submission is being timely filed concurrently with a three-month extension of time, a Request for Continued Examination Under 37 CFR §1.114 and the requisite fees therefor. As the statutory period for response to the final Office Action expires August 27, 2009, this Submission is timely filed under extension. The Commissioner is hereby authorized to charge any deficiency in fees necessary to preserve the pendency of this application, or credit any overpayment, to H&A Deposit Account No. 50-2929, making reference to Attorney Docket No. P68364.